

4901:1-5-06 CONSUMER SAFEGUARDS AND INFORMATION.(A) LEC AND IXC SUBSCRIPTION/SLAMMING.

THE CARRIER SUBSCRIPTION/SLAMMING PROVISIONS ISSUED IN CASE NO. 95-845-TP-COI, LOCAL SERVICE GUIDELINES AT XVII.C ARE INCORPORATED HEREIN AS IF FULLY REWRITTEN AND ARE APPLICABLE TO ALL LECS AND IXCS.

(B) PUBLIC INFORMATION.

(1) THE LEC SHALL PROVIDE AT A LOCATION WITHIN THE SUBSCRIBER'S LOCAL CALLING AREA;

(A) COPIES OF THE COMPANY'S APPLICABLE TARIFFED RULES AND REGULATIONS OR A SUMMARY OF SAME;

(B) MAPS SHOWING EXCHANGE, BASE RATE, AND ZONE RATE AREAS (WHERE APPLICABLE) IN SUFFICIENT SIZE AND DETAIL FROM WHICH ALL SUBSCRIBER LOCATIONS CAN BE DETERMINED, AND MILEAGE OR ZONE CHARGES, OR BOTH, CAN BE QUOTED; AND

(C) SERVICES AND RATES AS PROPOSED IN PENDING TARIFF OR RATE CHANGE FILINGS.

(2) IN THE EVENT THE LEC DOES NOT MAINTAIN THE INFORMATION OUTLINED IN PARAGRAPH (B)(1) OF THIS RULE WITHIN THE SUBSCRIBER'S LOCAL CALLING AREA, THE LEC MUST PROVIDE THE REQUESTED INFORMATION VIA FIRST CLASS MAIL WITHIN FIVE DAYS UNLESS ANOTHER DATE IS AGREED TO BY THE PARTIES. COPIES OF ANY ITEMS REQUESTED SHALL BE PROVIDED AT COST.

(3) UPON REQUEST, A COPY OF THE TELEPHONE CUSTOMER BILL OF RIGHTS, AS DETAILED IN APPENDIX B, SHALL BE PROVIDED, FREE OF CHARGE, VIA FIRST

CLASS MAIL. THE VERBATIM SYNOPSIS OF THE TELEPHONE CUSTOMER BILL OF RIGHTS, AS DETAILED IN APPENDIX A, SHALL ACCOMPANY EACH SUBSCRIBER'S FIRST BILL UPON ESTABLISHMENT OF NEW SERVICE OR OTHERWISE BE MAILED TO THE CUSTOMER.

(C) DIRECTORIES AND SUBSCRIBER LISTINGS

- (1) EACH LEC SHALL ENSURE THAT EACH OF ITS SUBSCRIBERS IS ANNUALLY PROVIDED, FREE OF CHARGE, A SINGLE COMPREHENSIVE PRINTED DIRECTORY, WHICH CONTAINS, AT A MINIMUM, ALL OF THE TELEPHONE NUMBERS, WITH THE EXCEPTION OF NONPUBLISHED AND NONLISTED TELEPHONE NUMBERS, WITHIN THE LEC'S LOCAL CALLING AREA. ANY APPLICABLE CREDITS FOR SUBSCRIBER LISTINGS OMITTED FROM THE WHITE PAGES OF THE DIRECTORY ARE DESCRIBED IN RULE 4901:1-5-18(E) OF THE ADMINISTRATIVE CODE.
- (2) THREE COPIES OF EACH DIRECTORY SHALL BE PROVIDED TO THE COMMISSION AT ITS THEN-CURRENT ADDRESS.
- (3) THE DIRECTORY SHALL LIST, AT A MINIMUM, IN ALPHABETICAL ORDER THE NAMES, ADDRESSES, AND TELEPHONE NUMBERS OF ALL SUBSCRIBERS IN THE LOCAL CALLING AREA, EXCEPT PUBLIC TELEPHONES AND INFORMATION NOT PUBLISHED AT THE SUBSCRIBER'S REQUEST. A RESIDENTIAL SUBSCRIBER MAY REQUEST THAT A POST OFFICE BOX NUMBER BE SUBSTITUTED FOR A STREET ADDRESS LISTING. SUCH A REQUEST SHALL BE MADE VERBALLY OR IN WRITING AND, WHEN MADE AT THE TIME OF INITIATING SERVICE, SHALL BE IMPLEMENTED FREE OF CHARGE.
- (4) WHERE THERE IS A CHANGE TO A LOCAL CALLING AREA, EACH SUBSCRIBER, UPON REQUEST, SHALL BE PROVIDED, FREE OF CHARGE, WITHIN THIRTY DAYS

AFTER THE EFFECTIVE DATE OF IMPLEMENTATION OF THE CHANGE TO THE LOCAL CALLING AREA, AN ALPHABETICAL DIRECTORY OF ALL PUBLISHED TELEPHONE NUMBERS FOR THAT LOCAL CALLING AREA. IN THE EVENT A LEC'S LOCAL CALLING AREA IS CHANGED, SUBSCRIBERS SHALL BE NOTIFIED OF SUCH CHANGE.

- (5) THE FRONT COVER OF THE DIRECTORY SHALL INCLUDE THE NAME OF THE LOCAL EXCHANGE COMPANIES WHICH ARE SERVED BY THAT DIRECTORY, AN INDICATION OF THE LOCAL CALLING AREA INCLUDED IN THE DIRECTORY, AND THE MONTH AND YEAR OF ITS ISSUANCE.
- (6) THE FOLLOWING INFORMATION SHALL BE LISTED CONSPICUOUSLY IN THE FOLLOWING ORDER ON THE INSIDE FRONT COVER AND FIRST PAGES OF THE DIRECTORY, AND SHALL BE PRINTED USING A TYPE SIZE THAT IS LARGER THAN THE SIZE OF SUBSCRIBER LISTINGS:
 - (A) A NOTICE INSTRUCTING SUBSCRIBERS ON THE USE OF THE EMERGENCY SERVICE NUMBER 9-1-1, IF AVAILABLE;
 - (B) THE TELEPHONE NUMBERS FOR THE STATE HIGHWAY PATROL, FIRE DEPARTMENT, AND COUNTY SHERIFF OR LOCAL POLICE DEPARTMENT APPROPRIATE FOR EACH SUBSCRIBER SERVED BY THE DIRECTORY;
 - (C) THE NAME OF THE LEC(S) AND THE LOCATIONS AND TELEPHONE NUMBERS OF BUSINESS OFFICES AS MAY BE APPROPRIATE TO THE AREA(S) SERVED BY THE DIRECTORY; AND
 - (D) A LISTING OF COMPANY-AUTHORIZED METHODS AND FACILITY LOCATIONS AVAILABLE FOR PAYMENT OF SUBSCRIBERS' BILLS IN THE AREA SERVED BY THE DIRECTORY. THE LISTING SHALL

INCLUDE A NOTICE THAT PAYMENTS MADE TO AN UNAUTHORIZED PAYMENT AGENT MAY RESULT IN THE IMPROPER OR UNTIMELY CREDITING OF A SUBSCRIBER'S ACCOUNT.

- (7) IN ADDITION TO THE INFORMATION REQUIRED IN (C)(6) OF THIS RULE, THE DIRECTORY SHALL ALSO PROVIDE INFORMATIONAL PAGES WHICH SHALL CONTAIN THE FOLLOWING USING A TYPE SIZE THAT IS LARGER THAN THE SIZE OF SUBSCRIBER LISTINGS:
- (A) A DESCRIPTION OF THE COMPLAINT-HANDLING PROCEDURES AVAILABLE THROUGH THE LEC AND THE COMMISSION AND THE TELEPHONE NUMBER OF EACH LEC'S CUSTOMER COMPLAINT HOTLINE, IF SUCH A SERVICE IS OFFERED. ACCOMPANYING SUCH DESCRIPTION SHALL BE THE ADDRESS, TOLL-FREE TELEPHONE NUMBER (INCLUDING TTY) AND INTERNET ADDRESS OF THE COMMISSION'S PUBLIC INTEREST CENTER;
 - (B) THE AREA CODE(S) INCLUDED IN THE DIRECTORY;
 - (C) INSTRUCTIONS CONCERNING CALLS TO REPAIR AND DIRECTORY ASSISTANCE SERVICES APPROPRIATE TO THE AREA(S) AND ALL LECS SERVED BY THE DIRECTORY;
 - (D) A CLEAR DESIGNATION AND EXPLANATION (WHICH COULD INCLUDE A MAP) OF EACH LOCAL CALLING AREA COVERED BY THE DIRECTORY;
 - (E) INSTRUCTIONS CONCERNING THE PLACING OF LOCAL, EXTENDED AREA SERVICE, AND LONG DISTANCE CALLS, WHETHER PROVIDED OVER A LEC'S FACILITIES OR OVER THE FACILITIES OF OTHER CARRIERS;
 - (F) A DESCRIPTION OF ANY AVAILABLE LOW-INCOME ASSISTANCE PLANS;

- (G) A BRIEF EXPLANATION OF BILLING ADJUSTMENTS AVAILABLE TO CUSTOMERS AS DELINEATED IN RULE 4901:1-5-18 OF THE ADMINISTRATIVE CODE WITH A REFERENCE TO THE TELEPHONE CUSTOMER BILL OF RIGHTS FOR FURTHER INFORMATION;
 - (H) AN EXPLANATION OF BOTH THE COMPANY'S AND SUBSCRIBER'S RESPONSIBILITIES REGARDING INSIDE WIRING, CONSISTENT WITH COMMISSION ORDERS; AND
 - (I) A VERBATIM SYNOPSIS OF THE TELEPHONE CUSTOMER BILL OF RIGHTS, AS DETAILED IN APPENDIX A OR THE TELEPHONE CUSTOMER BILL OF RIGHTS AS DETAILED IN APPENDIX B.
 - (J) LANGUAGE CONSISTENT WITH PARAGRAPH (A) OF APPENDIX B TO THESE RULES PERTAINING TO PRIVACY OPTIONS.
- (8) WHEN LEC OPERATIONS NECESSITATE CHANGING THE LOCAL SEVEN-DIGIT TELEPHONE NUMBERS FOR A GROUP OF SUBSCRIBERS, AFFECTED RESIDENTIAL SUBSCRIBERS SHALL BE GIVEN AT LEAST NINETY DAYS NOTICE AND AFFECTED NONRESIDENTIAL SUBSCRIBERS SHALL BE GIVEN AT LEAST SIX MONTHS NOTICE, EVEN THOUGH THE ADDITIONS OR CHANGES MAY BE COINCIDENT WITH A DIRECTORY ISSUANCE. WHEN COMPANY OPERATIONS NECESSITATE THE CHANGING OF A SUBSCRIBER'S TELEPHONE NUMBER, THE LEC SHALL MAINTAIN AN INTERCEPT ON THE SUBSCRIBER'S LINE UNTIL A NEW DIRECTORY IS ISSUED THAT CONTAINS THE SUBSCRIBER'S NEW TELEPHONE NUMBER.
- (D) RATES AND SPECIAL CHARGES INFORMATION
- (1) EACH LEC SHALL PROVIDE CURRENT SUBSCRIBERS OR APPLICANTS FOR NEW OR OPTIONAL SERVICE(S) THE NECESSARY INFORMATION TO OBTAIN THE MOST

ECONOMICAL LEC SERVICE(S) CONFORMING TO HIS/HER STATED NEEDS, INCLUDING BUT NOT LIMITED TO:

- (A) APPLICABLE SERVICE(S) AVAILABLE;
 - (B) RATES, CHARGES, AND PROVISIONS OF THE APPLICABLE SERVICES;
 - (C) ANY NON-RECURRING CHARGE(S); AND
 - (D) AN ESTIMATE OF THE INITIAL BILLING FOR ALL MONTHLY LOCAL SERVICE (INCLUDING ANY PARTIAL MONTHLY AMOUNTS). ALL APPLICANTS FOR LOCAL RESIDENTIAL SERVICE SHALL BE ADVISED OF THE OPTION OF DEFERRED PAYMENT ARRANGEMENTS AS SET FORTH IN RULE 4901:1-5-14(A)(10).
- (2) THE CUSTOMER SHALL BE PROVIDED WITH AN ESTIMATE OF THE CHARGES WHERE SPECIAL CHARGES NOT SPECIFICALLY SET FORTH IN A LEC'S TARIFF ARE LEVIED ON THE BASIS OF ACTUAL COST FOR SUCH ITEMS AS EXTRAORDINARY CONSTRUCTION, MAINTENANCE, OR REPLACEMENT COSTS OR EXPENSES, OVERTIME WORK AT THE CUSTOMER'S REQUEST AND SPECIAL INSTALLATIONS AND EQUIPMENT.
- (3) THE LEC SHALL ADVISE THE APPLICANT OR SUBSCRIBER OF THE OPTION TO CONTRACT WITH SOURCES OTHER THAN THE COMPANY TO PERFORM SUCH WORK.

Case No.: 96-1175-TP-ORD

Replaces: 4901:1-5-05, 4901:1-5-08, 4901:1-5-09, 4901:1-5-23

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Daisy L. Crockron, Acting Secretary

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4901:1-5-07 BUSINESS OFFICES.

- (A) LEC BUSINESS OFFICES SHALL: PROVIDE INFORMATION RELATING TO SERVICES AND RATES, ACCEPT AND PROCESS APPLICATIONS FOR SERVICE, EXPLAIN CHARGES ON SUBSCRIBER'S BILLS, HANDLE CUSTOMER COMPLAINTS, AND ADJUST CHARGES MADE IN ERROR. COMPANY PERSONNEL SHALL BE AVAILABLE TO SPEAK WITH SUBSCRIBERS UPON REQUEST OR RESPOND TO A SUBSCRIBER'S REQUEST TO SPEAK WITH A SUPERVISOR BY THE END OF THE NEXT BUSINESS DAY.
- (B) IF ONE LEC BUSINESS OFFICE SERVES SEVERAL LOCAL CALLING AREAS, CALLING FROM THOSE AREAS TO THE BUSINESS OFFICE SHALL BE PROVIDED TOLL-FREE.
- (C) AT LEAST THIRTY DAYS PRIOR TO THE CLOSING OF A LOCAL BUSINESS OFFICE, THE LEC MUST PROVIDE TO THE COMMISSION'S CONSUMER SERVICES DEPARTMENT, IN WRITING, THE FOLLOWING INFORMATION:
 - (1) THE DATE OF THE CLOSING OF THE LEC'S LOCAL PUBLIC BUSINESS OFFICE SERVING ANY OHIO SUBSCRIBERS; AND
 - (2) A LISTING OF COMPANY-AUTHORIZED METHODS AND FACILITY LOCATIONS AVAILABLE FOR PAYMENT OF SUBSCRIBERS' BILLS IN THE AREA SERVED BY THE BUSINESS OFFICE THAT IS CLOSING.
- (D) IF NO LOCAL BUSINESS OFFICE WHICH WILL ACCEPT SUBSCRIBER PAYMENTS FREE OF CHARGE IS AVAILABLE, EACH LEC SHALL ENSURE THE SERVICE CHARGE INCURRED BY A SUBSCRIBER WHEN PAYING HIS/HER BILL IN PERSON AT AN AUTHORIZED PAYMENT LOCATION SHALL NOT EXCEED THE COST OF A FIRST CLASS POSTAGE STAMP.
- (E) WHEN A SUBSCRIBER PAYS HIS/HER BILL IN PERSON AT THE LEC PUBLIC BUSINESS OFFICE OR TO AN AUTHORIZED AGENT OF THE LEC, THE LEC SHALL ENSURE THAT THE PAYMENT IS CREDITED TO THE SUBSCRIBER'S ACCOUNT BY

THE END OF THAT BUSINESS DAY. WHEN PAYMENT IS MADE TO AN AUTHORIZED AGENT, THE LEC SHALL ENSURE THAT THE PAYMENT IS TREATED IN THE SAME MANNER AS IF RECEIVED BY THE LEC.

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490:1-5-08 PAY PHONE SERVICE.

- (A) EACH PAY PHONE PROVIDER PROPOSING TO DO BUSINESS IN THE STATE OF OHIO SHALL FILE A REGISTRATION FORM WITH THE COMMISSION'S COMPLIANCE DIVISION, IN THE FORM REQUIRED BY THE COMMISSION FROM TIME TO TIME, NO LATER THAN THE DATE OF COMMENCEMENT OF PAY PHONE OPERATIONS. THE PAY PHONE PROVIDER SHALL PROVIDE THE COMMISSION'S COMPLIANCE DIVISION AN UPDATE, ON A QUARTERLY BASIS, OF ALL OF ITS PAY PHONE LOCATIONS IN THE STATE.
- (B) ALL PAY PHONES IN OHIO SHALL MEET THE FOLLOWING MINIMUM OPERATING REQUIREMENTS:
- (1) PROVIDE HEARING AID COMPATIBLE HANDSETS;
 - (2) PROVIDE ACCESS TO DIALTONE, THE LOCAL OPERATOR, "9-1-1" EMERGENCY SERVICE (WHERE AVAILABLE), "800" AND "888" TOLL-FREE CALLING, AND TELECOMMUNICATIONS RELAY SERVICE CALLS FOR THE HEARING DISABLED FREE OF CHARGE AND WITHOUT THE USE OF A COIN;
 - (3) BE MOUNTED IN ACCORDANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA) AT NEW OR RENOVATED LOCATIONS (ANY SITE WHERE THE TELEPHONE HAS BEEN TEMPORARILY REMOVED AND REINSTALLED);
 - (4) BE ABLE TO ACCEPT COINS OF VARIOUS DENOMINATIONS (I.E. NICKELS, DIMES, AND QUARTERS) AND TO RETURN COINS. IF THE PAY PHONE IS A CURRENCY ACCEPTING INSTRUMENT IT SHALL BE ABLE TO RETURN CURRENCY OR COINS;
 - (5) PROVIDE ACCESS TO BOTH LOCAL AND LONG DISTANCE SERVICE;
 - (6) PROVIDE FREE END USER ACCESS TO ALL LOCALLY CERTIFIED LONG DISTANCE CARRIERS;

- (7) WHERE "9-1-1" EMERGENCY SERVICE IS UNAVAILABLE "0-" CALLS MUST CONNECT TO THE UNDERLYING LEC; AND
 - (8) PROVIDE ACCESS TO DIRECTORY ASSISTANCE, AND PROVIDE ACCESS TO DIRECTORIES AT EACH INDOOR PAY PHONE INSTRUMENT IF THE PROVIDER CHARGES END USERS FOR DIRECTORY ASSISTANCE.
- (C) ALL PAY PHONES SHALL HAVE POSTED ON THE INSTRUMENT, IN CLEAR VIEW, THE FOLLOWING:
- (1) THE TELEPHONE NUMBER OF THE INSTRUMENT;
 - (2) THE PAY PHONE PROVIDER'S NAME AND TELEPHONE NUMBER;
 - (3) THE COMMISSION'S CONSUMER SERVICES TOLL-FREE HOTLINE NUMBER;
 - (4) CLEAR AND CONCISE OPERATING INSTRUCTIONS;
 - (5) A COST-FREE METHOD FOR REPORTING COMPLAINTS AND OBTAINING REFUNDS;
 - (6) THE PRICE OF A LOCAL CALL;
 - (7) THE PRICE FOR DIRECTORY ASSISTANCE, IF ANY;
 - (8) THE DIRECTIONS FOR REACHING LOCAL EMERGENCY SERVICES; AND
 - (9) A NOTICE DESIGNATING THAT THE INSTRUMENT IS OUT OF ORDER IF IT CANNOT BE REPAIRED UPON THE PAY PHONE PROVIDER'S INITIAL REPAIR VISIT.
- (D) ALL LECS SHALL INCLUDE IN THEIR TARIFFS ALL OF THE MINIMUM OPERATING REQUIREMENTS FOR PAY PHONE SERVICE. THE TARIFFS SHOULD ADDITIONALLY INCLUDE A PROVISION AUTHORIZING THE LECS TO TERMINATE

CONNECTION TO THEIR NETWORK IF THE COMMISSION FINDS A PAY PHONE NOT IN COMPLIANCE WITH THE MINIMUM OPERATING REQUIREMENTS OF THIS RULE.

- (E) AT THE WRITTEN REQUEST OF THE PROPERTY OWNER, COMMERCIAL TENANT, SUBSCRIBER OF PAY PHONE SERVICE, OR THE MUNICIPALITY, PAY PHONES MAY PROVIDE OUTGOING-ONLY SERVICE. SHOULD THE INSTRUMENT BE LIMITED TO OUTGOING-ONLY SERVICE, PROMINENT NOTICE MUST BE POSTED ON THE PAY PHONE INSTRUMENT.
- (F) PAY PHONES MAY NOT CHARGE FOR CALLS WHICH ARE NOT COMPLETED. A COMPLETED CALL IS A CALL THAT IS ANSWERED BY THE CALLED PARTY.
- (G) THE COMMISSION'S COMPLIANCE DIVISION WILL MONITOR AND INVESTIGATE PAY PHONES FOR COMPLIANCE WITH THIS RULE. IF A COMMISSION INVESTIGATION IS CONDUCTED, AND ANY VIOLATIONS ARE FOUND TO EXIST, THE COMPLIANCE INVESTIGATOR WILL NOTIFY THE RELEVANT PAY PHONE PROVIDER OF SUCH VIOLATIONS. AT THAT TIME, THE PAY PHONE PROVIDER SHALL BE GIVEN FIFTEEN DAYS IN WHICH TO CORRECT THOSE PROBLEMS AT THE PARTICULAR LOCATION(S) WHERE THE VIOLATION WAS FOUND. THE PAY PHONE PROVIDER WILL BE RESPONSIBLE FOR NOT ONLY CORRECTING ANY VIOLATION AT THAT LOCATION, BUT ALSO FOR INSURING THAT PAY PHONES AT ALL OF HIS/HER LOCATIONS ARE IN COMPLIANCE. IF, AFTER PROPER NOTIFICATION, THE COMPLIANCE INVESTIGATOR FINDS THAT SAME VIOLATION TO STILL BE PRESENT EITHER AT THE ORIGINAL LOCATION, OR AT OTHER PAY PHONE LOCATIONS OF THE PAY PHONE PROVIDER, GROUNDS FOR DISCONNECTION OF THOSE PAY PHONES WILL EXIST, AND DISCONNECTION WILL BE ORDERED WITHOUT FURTHER NOTICE TO THE PAY PHONE PROVIDER.

(H) THE COMMISSION MAY ASSESS INVESTIGATORY COSTS UNDER THE FOLLOWING CIRCUMSTANCES:

- (1) IF, AFTER RECEIVING NOTICE OF VIOLATIONS, THE PAY PHONE PROVIDER DOES NOT CORRECT THE VIOLATIONS AT THE PAY PHONES WHICH ARE INVESTIGATED, HE/SHE SHALL BE CHARGED THE COSTS ASSOCIATED WITH THE INVESTIGATION; OR
- (2) IF, AFTER RECEIVING NOTICE OF A VIOLATION AT A PARTICULAR LOCATION, THE PAY PHONE PROVIDER FAILS TO BRING PAY PHONES AT OTHER LOCATIONS INTO COMPLIANCE, HE/SHE MAY BE CHARGED THE COST OF THE INVESTIGATION OF THE ADDITIONAL PAY PHONES.

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4901:1-5-09 LEC REQUIRED SERVICE OFFERINGS.

- (A) ALL LECS SHALL, AT A MINIMUM, ENSURE THAT EACH CUSTOMER IS PROVIDED WITH 9-1-1 SERVICE, WHERE 9-1-1 SERVICE IS AVAILABLE, OPERATOR SERVICES, DIRECTORY ASSISTANCE, AND ACCESS TO TELECOMMUNICATIONS RELAY SERVICES.
- (B) EACH LEC SHALL PROVIDE NONPUBLISHED SERVICE TO ANY SUBSCRIBER UPON WRITTEN OR VERBAL REQUEST. THE SUBSCRIBER'S NONPUBLISHED INFORMATION WILL NOT BE DISCLOSED EXCEPT:
 - (1) TO AUTHORIZED LEC PERSONNEL;
 - (2) TO THE SUBSCRIBER'S PRIMARY IXC FOR BILLING PURPOSES ONLY (WHERE PERMITTED BY TARIFF);
 - (3) TO APPROPRIATE AUTHORITIES FOR INCLUSION IN THE 9-1-1 EMERGENCY SERVICES NETWORK;
 - (4) TO AUTHORIZED PERSONNEL OF PUBLIC OR MUNICIPAL UTILITIES THROUGH THE DISCLOSURE OF INFORMATION CONTAINED WITHIN THE 9-1-1 EMERGENCY SERVICE DATABASE, FOR THE PURPOSE OF HANDLING CUSTOMER CALLS IN TIMES OF PUBLIC EMERGENCIES OR SERVICE OUTAGES (WHERE PERMITTED BY TARIFF); AND
 - (5) AS OTHERWISE AUTHORIZED BY COMMISSION ORDER.

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4901:1-5-10 DIRECTORY ASSISTANCE.

- (A) THIS RULE APPLIES TO THE PROVISION OF DIRECTORY ASSISTANCE BY A LEC WHETHER THE SERVICE IS FURNISHED DIRECTLY BY THE COMPANY OR INDIRECTLY BY CONTRACT.
- (B) DIRECTORY ASSISTANCE AND INTERCEPT OPERATORS SHALL HAVE ACCESS TO ALL TELEPHONE NUMBERS IN THE AREA(S) FOR WHICH THEY ARE RESPONSIBLE FOR PROVIDING DIRECTORY ASSISTANCE. EXCEPTIONS TO THIS RULE ARE TELEPHONE NUMBERS NOT PUBLISHED AT THE SUBSCRIBER'S REQUEST.
- (C) ALL NEW OR CHANGED TELEPHONE NUMBER LISTINGS SHALL BE MADE AVAILABLE TO DIRECTORY ASSISTANCE WITHIN TWO BUSINESS DAYS AFTER THE DATE OF CONNECTION OF THE NEW OR CHANGED TELEPHONE NUMBER.
- (D) EACH LEC SHALL LIST WITH DIRECTORY ASSISTANCE THE NAMES, TELEPHONE NUMBERS, AND SERVICE ADDRESSES OF ITS SUBSCRIBERS, EXCEPT FOR THOSE SUBSCRIBERS WITH NONPUBLISHED LISTINGS. UPON WRITTEN OR VERBAL REQUEST, A SUBSCRIBER MAY, AT NO ADDITIONAL CHARGE, ASK THAT HIS/HER ADDRESS LISTING WITH DIRECTORY ASSISTANCE BE DIFFERENT FROM HIS/HER SERVICE ADDRESS.
- (E) IN THE EVENT OF AN ERROR OR OMISSION IN THE LISTING OF THE NAME, PHONE NUMBER, OR ADDRESS OF A SUBSCRIBER WITH DIRECTORY ASSISTANCE, THE CORRECTED INFORMATION SHALL BE PLACED IN THE FILES OF DIRECTORY ASSISTANCE AND INTERCEPT OPERATORS WITHIN TWO BUSINESS DAYS OF DISCOVERY.

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4901:1-5-11 OPERATOR SERVICES.

- (A) LEC AND IXC OPERATORS SHALL COMPLY WITH THE PROVISIONS OF APPROPRIATE STATE AND FEDERAL RULES AND REGULATIONS AND MAINTAIN SUBSCRIBER PRIVACY AND FOLLOW THE REQUIREMENTS OF SECTIONS 4931.28 AND 4931.29 OF THE REVISED CODE.
- (B) UPON THE REQUEST OF THE COMMISSION OR ITS AUTHORIZED REPRESENTATIVES, EACH LEC AND IXC SHALL PROVIDE A COPY OF ITS CURRENT MANUAL ESTABLISHING OPERATOR PRACTICES AND POLICIES.
- (C) WHEN A LOCAL OR TOLL OPERATOR HAS BEEN NOTIFIED THAT A SUBSCRIBER HAS REACHED A NUMBER OTHER THAN THE ONE DIALED, BEEN ACCIDENTALLY DISCONNECTED, OR EXPERIENCED A CALL WITH POOR TRANSMISSION QUALITY, THE SUBSCRIBER SHALL BE GIVEN APPROPRIATE CREDIT FOR THAT CALL, PROVIDED THAT THE COMPANY HAS JURISDICTIONAL OR OPERATIONAL RESPONSIBILITY OVER THE CALL.

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4901:1-5-12 INTERCEPT SERVICE.

- (A) EACH LEC SHALL ENSURE THAT CHANGES TO SUBSCRIBER'S LOCAL SEVEN-DIGIT TELEPHONE NUMBERS WILL BE INTERCEPTED FOR NOT LESS THAN NINETY DAYS OR UNTIL THE ISSUANCE OF A NEW DIRECTORY CONTAINING THE SUBSCRIBER'S NEW TELEPHONE NUMBER, WHICHEVER OCCURS FIRST. A PERIOD OF LESS THAN NINETY DAYS IS ACCEPTABLE IF THE SUBSCRIBER WAIVES THE REQUIREMENT VERBALLY OR IN WRITING.
- (B) IN THE EVENT OF AN ERROR IN THE DIRECTORY LISTED NUMBER OF A SUBSCRIBER, AND THE INCORRECT LISTING IS NOT ASSIGNED, THE CORRECT NUMBER SHALL BE FURNISHED TO THE CALLING PARTY BY INTERCEPT SERVICE UNTIL THE ISSUANCE OF A NEW DIRECTORY CONTAINING THE SUBSCRIBER'S CORRECT TELEPHONE NUMBER.
- (C) IN THE EVENT OF AN ERROR IN A DIRECTORY LISTED NUMBER AND THE INCORRECT NUMBER IS ASSIGNED TO A SUBSCRIBER, THAT SUBSCRIBER SHALL BE OFFERED A NEW NUMBER FREE OF CHARGE.

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4901:1-5-13 BUSY LINE VERIFICATION.

- (A) EACH LEC SHALL PROVIDE "BUSY LINE" VERIFICATION OF A SUBSCRIBER'S ACCESS LINE. IN THE EVENT THERE IS A CHARGE ASSESSED BY THE LEC FOR BUSY LINE VERIFICATION, THE OPERATOR SHALL INFORM THE REQUESTING CALLER OF THE CHARGE BEFORE THE VERIFICATION IS PERFORMED. ADDITIONALLY, WHEN "TROUBLE" IS DETECTED ON THE CALLED PARTY'S ACCESS LINE IN THE COURSE OF CONDUCTING A BUSY LINE VERIFICATION, THERE SHALL BE NO CHARGE TO THE CALLING PARTY.
- (B) IN THE EVENT OF AN EMERGENCY, AT THE REQUEST OF THE CALLING PARTY, THE LEC SHALL TAKE IMMEDIATE STEPS TO VERIFY THE STATUS OF A SUBSCRIBER'S ACCESS LINE. IN THE EVENT THE CALLING PARTY REQUESTS THAT THE OPERATOR INTERRUPT A CONVERSATION IN PROGRESS, THE OPERATOR SHALL NOTIFY THE CALLER OF ANY CHARGE FOR THE EMERGENCY INTERRUPTION.

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4901:1-5-14 ESTABLISHMENT OF SERVICE.

(A) THE COMMISSION'S DISCONNECTION POLICY ESTABLISHED IN CASE NO. 95-790-TP-COI (95-790) AFFECTS THE MANNER IN WHICH CERTAIN PROVISIONS OF CHAPTER 4901:1-17 OF THE ADMINISTRATIVE CODE, SHALL APPLY TO LECS AND IXCS IN THEIR PROVISION OF TELEPHONE SERVICE TO RESIDENTIAL CUSTOMERS. ACCORDINGLY:

- (1) WHEN A LEC OR IXC, PURSUANT TO RULE 4901:1-17-03(A) OF THE OHIO ADMINISTRATIVE CODE, REQUIRES THAT THE FINANCIAL RESPONSIBILITY OF AN APPLICANT FOR SERVICE MUST BE ESTABLISHED, THE LEC OR IXC MUST INFORM THE APPLICANT OF ALL OPTIONS AVAILABLE FOR MEETING THAT REQUIREMENT.
- (2) RULE 4901:1-17-05 OF THE ADMINISTRATIVE CODE, IS SPECIFICALLY MODIFIED, HERE, SO AS TO AUTHORIZE AND REQUIRE THAT DEPOSITS FOR LOCAL SERVICE SHALL BE CALCULATED AND ASSESSED SEPARATELY FROM DEPOSITS FOR TOLL SERVICE.
- (3) THE AMOUNT OF A DEPOSIT ASSESSED FOR LOCAL SERVICE BY A LEC SHALL NOT EXCEED TWO-TWELFTHS OF THE ESTIMATED TOTAL FOR ALL REGULATED LOCAL SERVICES PROVIDED BY THE COMPANY FOR THE ENSUING TWELVE MONTHS, PLUS THIRTY PER CENT OF THE MONTHLY CHARGES FOR LOCAL SERVICE.
- (4) THE AMOUNT OF A DEPOSIT ASSESSED FOR TOLL SERVICE SHALL NOT EXCEED TWO-TWELFTHS OF THE ESTIMATED TOTAL FOR ALL REGULATED TOLL SERVICES FURNISHED BY THE TOLL PROVIDER (WHETHER IXC OR LEC) FOR THE ENSUING TWELVE MONTHS, PLUS THIRTY PER CENT OF THE MONTHLY CHARGES FOR TOLL SERVICE.
- (5) LOCAL SERVICE SHALL BE PROVIDED TO LOCAL SERVICE APPLICANTS WHO ARE ABLE TO MEET THE DEPOSIT REQUIREMENTS FOR LOCAL SERVICE